

INFORMATION LINK

Information Services Division

April 1997

A source of information for our customers

Volume 97, Issue 2

Client Server

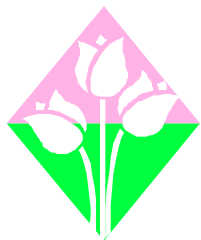
POWERBUILDER APPLICATIONS ARE OBJECT ORIENTED

Vern Welder

PowerBuilder version 5.02 is one of ISD's tools for developing applications with Graphical User Interfaces (GUIs). PowerBuilder has a foundation class library (PFC) of reusable objects that can be used to build GUI applications faster. PowerBuilder's PFC is a base set of objects that ISD has modified and expanded to meet our design and development standards. Our PFC is available to customers that do not plan to customize their own PFC.

The task of maintaining and managing our PFC is absorbed by our object manager. This responsibility is additional overhead for our group because it takes from that person's system development time. We feel the time spent on object management will be minor in comparison to the time savings that our developers will experience using the PFC.

Applications we've developed with the PFC are running smoothly. They run quickly and require minimal maintenance. If your agency would like to obtain our PFC or more information, contact Kyle Forster, our object manager, at 328-4323 or mmail.kf12@ranch.state.nd.us.



Records Management

CELEBRATE RECORDS AND INFORMATION MANAGEMENT WEEK

Becky Lingle

The week of March 30 - April 5 has been designated as Records and Information Management Week by Governor Ed Schafer. ISD Records Management plans to celebrate Records and Information Management Week by offering tours and training sessions for state employees.

Tours will be offered in the areas of micrographics, imaging, open-shelf filing, and archival storage.

The training session will be offered twice for records coordinators or others who are interested in the field of records management. Topics include the responsibilities of records coordinators and the benefits of maintaining an active records management program.

ISD Records Management will also sponsor a state-wide "Records Disposal Day" for agencies to complete their initial or annual records disposal.

If you are interested in attending any of the tours or training sessions mentioned above, please call Becky Lingle at 328-3585.

NEED FORMS MANAGEMENT SERVICES ... CALL CENTRAL SERVICES

Becky Lingle

This is the last quarter that ISD Records Management will be handling the design

of state forms. Starting July 1, all state agencies will need to contact Rose Kavonius at 328-4069 to acquire a new form number, request forms design services, or inquire about existing forms.

Rose has been working with the same forms design program as ISD Records Management for the past year, so the transition should go smoothly.

Information Resource Center

THINKING OF UPGRADING TO MS OFFICE97?

Esther Norgard

There are a few things to consider before jumping off 95 (or earlier versions) into 97. According to MS specifications, "Office97 requires a Windows 95 or NT workstation, a 486 or better computer with 8mb RAM for Win95 (16mb for NT), VGA or higher resolution, with 102 to 167mb hard drive space." These are absolute minimums; assume you'll need more. Working with six to eight programs open was fine on a P5-120 with 16mb RAM prior to loading Office97. After installation, about three programs could be open before problems started. Another 16mb of RAM improved performance, although there are still limits on what can be run simultaneously. Office97 likes large amounts of free hard disk space.

Actually, Office97 can be installed in less than 10 minutes. It may be a good idea to customize the installation right from the start, rather than going back to reinstall missing features (such as text converters, etc.), which by default are not included in a typical installation. All applicable add-

INSIDE THIS ISSUE . . .

911, What Is Your Emergency?	Page 2
Beware of Phone Fraud	Page 4
Rate Changes	Page 5

We'll have more details on individual Office97 programs in future newsletters. Email me at msmail.en12@ranch.state.nd.us if you have questions or comments.

following:

- ◆ the PSAP center receives a telephone number that identifies the caller's location.
- ◆ sufficient for the emergency services to find the scene.
- ◆ must not assume that the caller is able to give details.
- ◆ that the PSAP has access to an up-to-date database of names and locations.

In the past, having a telephone on the Capitol's PBX, meant not being able to send the correct location identification of a particular telephone that dialed **9-9-1-1** to the PSAP Center. With advanced communication technologies and recent enhancements to the Capitol's PBX, ISD now has the capability to pass the location identification of a user's telephone in Bismarck to the Burleigh County/City 911 Public Safety Answering Point (PSAP) Center.

For the past few months ISD has been developing a 911 Emergency Response Database System for the Bismarck telephone users on the State's telephone system. After ISD implements the 911 Emergency Response Database System, it will be linked to the Burleigh County/City 911 Public Safety Answering Point (PSAP) Center. So when a Bismarck caller on the State's telephone system, dials **9-9-1-1** for emergency response, the location of the telephone will be correctly identified at the PSAP Center. Today when any caller dials **9-9-1-1** from the State's telephone system in Bismarck, the information that is being sent to the PSAP center is the Primary Directory Number (PDN) 328-XXXX, of the set you have placed the call from. This number will identify all callers as being located at 600 East Boulevard Avenue. This is a critical problem especially if the caller cannot speak coherently to identify the specific location.

In February, all Bismarck telephone coordinators received a memo requesting their agency's telephone location information. ISD has received the required telephone information from about 90 percent of the state agencies in Bismarck. It is pertinent that we receive your agency's telephone location information.

It will not be acceptable if the ambulance shows up at the front door if the emergency is in a different building a mile away.

Contact Terese Birnbaum (328-3266) at ISD for questions or concerns regarding the 911 Emergency Response Database System or if your agency has not received the memo requesting telephone location information.

911 REPORTING PROCEDURES FOR BISMARCK STATE AGENCIES

EMERGENCY REPORTING PROCEDURES

TELEPHONE or TDD USERS: DIAL 9-9-1-1 for MEDICAL, FIRE, & POLICE

If you are able, stay on the line, inform the dispatcher of the nature and specific location of the emergency, including the building address and floor number. Do not hang up until instructed. The dispatcher will give instructions what should be done until the appropriate public safety response team arrives.

ONLY VITAL STATE BUSINESS CALLS ARE TO BE PLACED DURING EMERGENCY OR DISASTER SITUATIONS.

NON-EMERGENCY REPORTING PROCEDURES

DIAL 328-2455 (daytime) DIAL 328-2121 / 1-800-472-2121 (after hours)

Routine law enforcement matters that are not emergencies should continue to be reported to Highway Patrol using the 328-2455 number during normal office hours and 328-2121 (1-800-472-2121) after normal office hours.

For **NON-EMERGENCY & ADMINISTRATIVE CALLS** regarding medical, fire, and police, please refer to the White Pages listing of the Bismarck-Mandan USWest Direct Telephone Directory.

DO NOT CALL 911 FOR NON-EMERGENCIES.

CAPITOL GROUNDS FIBER PROJECT Kim White

If you were out and about on the Capitol grounds this past summer and early fall, you noticed a lot of digging going on. ISD has entered a phased project with Dell-Comm that is placing fiber optic cable to the various buildings on the Capitol grounds.

The first phase consisted of enhancing the fiber count between the Capitol Tower and the Judicial Wing. Since there was no workable inside path, we needed to go out of the basement of the tower and establish a conduit system in the Judicial Wing. Also included in the first phase was getting fiber to the State Library and Heritage Center.

The fiber has been pulled to these areas and is being utilized. The networks that are located in these two buildings have been fiber attached to the backbone network, running at lan-speed, instead of the T1 connection (1.544 MB).

Included in the next phases will be the State Office Building, Governor's Residence, and the Maintenance Building.

An internal pathway and fiber to the Department of Transportation Building already exist and is being utilized for various applications.



SUPPORT CENTER Cindy Kemmet

How do I reach the Support Center?

The Support Center can be reached at 701-328-4470 or toll free at 800-837-9807. Our business hours are from 7:00 am until 5:00 pm Monday through Friday. After hours support is available 24 hours a day for 'urgent' problems by dialing the same 701-328-4470 and leaving a message. An on-call person will promptly call you back.

What happens when I place a call to the

Support Center with a problem?

All calls placed to the Support Center are logged on-line in a tracking system called Heat, which we have had in place since February of 1996. Heat assigns a unique problem tracking number to your call and we assign a priority number from 1 to 4 to your call which tracks and tells us the urgency of your call.

We strive to resolve as many calls as possible on your first contact with us. Those calls not resolved are immediately assigned in Heat to an ISD staff person in the appropriate section for resolution. Once a call has been assigned, there are time triggers built in HEAT based on the priority that will notify us when your call has been open a predetermined number of working hours. This notification is called 1st Level Escalation. When a call reaches 1st Level Escalation two things happen, the Support Center will call the supervisor or manager of the section that is assigned your call to bring more attention and possibly more resources to the call. Second, a call is placed back to the customer to give you the status of the call. If the call is still open after another set of predetermined hours has past, it moves to 2nd Level Escalation and the next level of ISD management is notified of the open call.

Heat gives us the capability to closely monitor your reported problems. If at any time you need to call us and inquire as to the status of a problem you reported, please refer to the problem tracking number you're given at the time your call was logged. This allows us to more quickly locate your call.

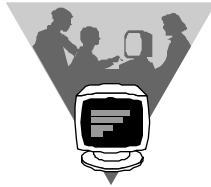
In addition to problem solving and tracking, the Support Center performs other functions which include: IP Addressing; Terminal Moves, Adds, and Changes; and IVN site coordination.

The Support Center Staff

The Support Center has a staff of four to take your calls. Joc Schneider has been with ISD 22 years and has worked at the Support Center since 1987. Al Hoesel has been with ISD 16 years and has worked at the Support Center since 1988. Norma Schacher has been with ISD 20 years and

has worked at the Support Center since 1995. Tim DeGraff joined ISD at the Support Center in 1995. All the employees have a variety of skills and expertise in many areas.

If you have any questions concerning the ISD Support Center, please contact me at 701-328-3003 or send an email to me at kemmet@pioneer.state.nd.us.



Beware of Phone Fraud Jim Gaarder

Phone fraud can cost you BIG BUCKS!

You get home and notice that the message light is blinking on your answering machine. You listen to the message, which has several wrinkles, but the best one is the caller asks you to call a number beginning with area code 809 to receive information about a family member who has been ill. They may also tell you someone has been arrested, died, you have won a wonderful prize, etc.

In any event, concerned or curious, you make the call. Sometimes the phone will be answered by a person who claims to speak broken English. The idea is to keep you on the line to build up charges. Sometimes you will just get a long recorded message. The bottom line is, when your phone bill comes, you see this incredible charge, often times more than \$100.00!!

The newest twist to this scam is to page people using the 809 numbers. With the new area code changes, people unknowingly are returning these calls. When the bill comes, there are HUGE charges for the calls.

My suggestion is that no matter how you get the message, if you are asked to call a number with an 809 area code that you don't recognize, DON'T RETURN THE CALL! It's bad enough that the criminal is invading your privacy, don't let them invade your wallet as well!!

Data Processing

CMOS BOX

John Lardinois

ISD's new mainframe processor, the 9672 'CMOS' box, has taken on a new role for the current North Dakota Legislative Session: web server for access to bill text and legislative journals. Using the IBM Internet Connection Server for MVS/ESA, Legislative Resources Council has been serving Adobe Acrobat (tm) files to web browser clients. Acrobat files allow clients to read and print the legislation. The bill text files are created at the close of each session day then uploaded to the ISD mainframe where the web server makes them available to browser clients.

The biggest advantage to using the MVS web server is the integration it has with the existing RACF mainframe security system. Browsers requesting LR bill text files are automatically queried for user id and password which are verified by RACF. By using the existing security system, it was not necessary to create a redundant secondary system. An additional benefit was the automatic extension feature of our MVS file systems used for the bill data. The reliability of ISD's RAMAC raid-5 disk system coupled with the flexibility of Open Edition MVS are providing ISD and the State of North Dakota a new use of our mainframe processor complex.

If you are interested, point your browser at: <http://ranch.state.nd.us> for a look at our ISD development web page.

DP CORNER

Joe Wolf

In February 1997, ISD started Phase I with the installation of the IBM Magstar 3494 Automated Tape Library. The Magstar is a modular system that contains a cartridge accessor, a library manager, 3590 tape drives, and space for tape cartridges. Tape cartridges are stored in storage cells housed along the inside of the frame. When the system calls for a tape, the cartridge accessor moves along a set of

rails at the top and bottom of the frames. A picker or robot is used to move tape cartridges between storage cells and the Input/Output station. A bar code reader is installed on the picker and is used to identify the cartridges. The system installed at ISD has room for 500 tape cartridges. Each tape has the capacity to store up to 30 gigabytes of data compared to 2.4 gigabytes on the 3490E tapes.

Currently, we are using the Magstar system to do large system backups. Each week we do a complete system backup of all our disk volumes. The job used to take 11 hours and 260 tape cartridges. An operator had to be on-site and add blank tapes as the system called for them. With the Magstar system, the job now takes 6 hours and 10 tapes. Since the tapes are housed in cells within the frames, no operator intervention is needed. The picker or robot will load blank tapes as they are needed. The operator periodically queries the system from home to ensure the jobs are executing and there are no tape problems. This has also reduced the amount of downtime because while the disks are being backed-up, the data on the disks can't be accessed.

Later this year, we plan to start Phase II. Phase II will consist of converting customer tape files to the Magstar.

Security

NETWORK SECURITY POLICY

Al Veit

Information Services Division set up an ad-hoc committee to establish a Network Security Policy which will address firewalls and other network security requirements. The policy has now been finalized and can be found on the ISD's Home Page under POLICIES.



RATE CHANGES
Mike Ressler

Information Services Division has adjusted the following data processing billing rates:

Effective December 1, 1996:
The central computer disk storage rate dropped from 5 cents per track to 4 cents per track. Based on usage, this decrease will save state agencies \$182,000 over the remainder of the 95-97 biennium.

Effective January 1, 1997:
The central computer disk storage rate was adjusted again from 4 cents to 3 cents per track. This decrease will save state agencies an additional \$186,000 over the remainder of the 95-97 biennium.

Effective February 1, 1997:
The central computer 9021 Batch, CICS, and ADABAS CPU rates decreased from 53 cents per second to 45 cents per second. Based on usage, this decrease will save state agencies \$323,000 over the remainder of the 95-97 biennium.

The central computer 9672 (CMOS) Batch, CICS, and ADABAS CPU rates increased from 19 cents per second to 38 cents per second. ISD upgraded the CMOS computer which increased the speed of processing to be twice as fast as the previous model, subsequently the rate increase will not impact the cost of processing.

Questions regarding the billing rates can be directed to me at 328-4317.

HOW TO RUN A GOOD MEETING

Here are some tips on how to run a meeting:

- ◆ Don't compete with group members. Give their ideas precedence over yours.
- ◆ Listen to everyone. Paraphrase, but don't judge.
- ◆ Don't put anyone on the defensive. Assume that everyone's ideas have value.
- ◆ Control the dominant people without alienating them.
- ◆ Realize that your interest and alertness are contagious.
- ◆ Keep all participants informed about where they are and what's expected of them. Keep notes on flip charts or a board that everyone can see.
- ◆ Give others a turn at running the meeting. Those who learn to lead learn how to participate.

Source: Financial Times, 14 E. 60th St., New York, NY 10022

INCENTIVE
Mike Ressler

In 1993, the State implemented the Employee Suggestion Incentive Program. All persons employed by the state are eligible to participate in the program except agency heads, administrators, or any supervisors considered at the management level. A state employee may submit a recommendation to reduce expenditures within the employee's agency to the suggestion incentive committee. If the committee approves the suggestion and implementation results in a savings to the state, the employee is entitled to receive ten percent of the savings realized over a twelve month period up to a maximum of one thousand dollars.

George Gerhardt, a programmer analyst, has been awarded an incentive payment for his suggestion of replacing a main-frame printer. Employees wishing to participate in this program can pick up a suggestion form from the Accounting Section.

ISD EMPLOYEE PROFILE



Name: Glen Rutherford

Job Title: Telecommunications Analyst III

Job Responsibilities: Local and wide area network design. Provide plans and support for the State's network infrastructure.

Years of Service: 4

Professional Activities: Member of the North Dakota Information Network (NDIN) Data Technical Committee.

Educational Background: 1992, Bachelors Degree in Computer Science from Minot State University

Who do you consider to be your customer? All those who require access to the State's network. Most of my activities are with department/agency network administrators and data processing coordinators.



INFORMATION LINK is published quarterly by North Dakota Information Services Division.

Anyone interested in contributing information or would like to be added to the mailing list should contact the editor at North Dakota Information Services Division, 600 East Boulevard Avenue, Bismarck, ND 58505-0100, (701) 328-3190. FAX: (701) 328-3000.

Director:	Jim Heck
Editor:	Becky Lingle
Newsletter Committee:	Joe Wolf
	Darlene Wolfgram

INFORMATION LINK
Information Services Division
600 East Boulevard Avenue
Bismarck, ND 58505-0100